

Management Company - Manage Owners

The Manage Owners Screen Features Overview:

- View the list of owners and the user names
- Search for an owner
- View and edit your owners contact details
- Reset owners passwords
- View the list of properties for each owner
- Remove an owner from the list
- Request Management rights for a new owner that has property manager installed
- Send an owner a welcome email

Action **Management Company > Manage Owners**



Search for an owner:

To search for an owner enter some characters contained in the name or user name in the filter box

Reset an owners password:

To reset an owners password, click the '**Reset Password**' button and enter the new password. When the owner next signs in to property manager the new password must be used to gain access.

Remove Owner:

To remove an owner, click on the '**Remove Owner**' button

Updating owner details:

To update owner details type the changes in to the text boxes and press the save button located on the top right of the screen.

Request Management:

If an owner already has property manager installed and you want to transfer the account for management, you must first ask permission from the owner and Request Management. This will send an email to the owner asking them to approve or deny Property manager access to transfer the account. If approved the owner will appear in your list of owners.

To request management, press the '**Request Management**' button

Send Welcome Email:

Sending the welcome email advises your homeowner of the username, password and how to download and access Property Manager. It is good practice to send the welcome email after the Management Company has entered the home owner details and the property details.

Each home owner is assigned an individual web site. The home owner web site can be fully customized, however the availability calendar for a property is shared. When the Management company or homeowner enters a booking all calendars are updated in real time.

Management Company - Bookings Schedule

Overview

The bookings schedule screen displays the bookings for all managed properties in a timeline format. The timeline display is best viewed at full screen if you have many properties.

Action

Management Company >
Bookings Schedule



Drag and Drop (moving bookings)

To update a booking to a different date or to move the booking to a different property, click on the booking and move it to its new location or/and property in the timeline. The transaction will be recorded and displayed in the 'Bookings List'

Contrast Modes

Two display modes are available. Default Contrast and High Contrast.

Scaling the timeline

The timeline can be scaled by adjusting the number of properties per page you would like to display.

Property Name Display

The property name can be displayed by it's given name or the MC reference.

Reading the timeline

Each timeline segment displays the guest name, pool heat requirement and the length of stay.

Printing the booking schedule

To print a booking schedule, press the print button. Further print formatting options are available from the print screen to change the page layout.

View a single property (tab)

To view all bookings for a single property, select the property name from the list then press the Single Property tab. Use the scroll bar to view, back and forward buttons to view to a different set of dates.

Color Settings (tab)

Colors can be set for the booking schedule display. Three options are available:

'Use Default Colors'

option uses the default system colors

'Use following colors for owner MC bookings'

option will display the colors specified in the two active color pickers on this screen

'Use colors based on booking category (as defined in the General Settings menu)'

option will set the scheduler colors to the color scheme set from the following screen:

Management Company > General Settings > Booking Categories / Colors

This screen allows you to configure all system colors and add new categories and colors

Management Company - Booking List

Overview

The bookings List screen displays an overview of current and upcoming bookings in a list format. The following are displayed for each booking:

- B2B - indicates a back to back booking
- Pool Heat - if pool head has been requested
- Cat - booking category (owner, MC, Tour operator, blackout date or user defined)
- Property - name of the selected property
- Arrive - arrival date
- Depart - departure date
- Guest - the name of the guest
- Booking Requirements - any additional extras the guests has requested, indicated by the letter code set in general Settings > Booking Requirement
- Next Bookings - next booking arrival date
- T.O. Paid - if a tour operator booking has paid you (booking appears in Sales & Tourist Tax Reports when this is checked)

Action

Management Company >
Bookings List



Color Indicators

- Green - current guests
- Red - guests arriving today
- Blue - guests arriving within 1 week
- Black - all other guests arriving within a month

Color Key / Filter

Toggles the display to show the bookings listed below:

- Previous Guests
- Current Guests
- Guests Arriving Today
- Guests arriving within a Week
- Other Future Guests

Search

Enter either a booking reference, word or part word to search for an item. For example if you were searching for the word 'richard' typing in 'Ric' would return a list of all rows containing the letters 'ric'

Clear Search

Removed the search term from the list

Date Range

To search for bookings within a specified date range, enter the from and to dates using the pull down date menu and press the **Refresh** button

Go to Booking

Double Click on a booking to view the full booking information for the selected booking.

Refresh

Refreshes the list displayed on screen

Print

To print a booking list, press the print button. Further print formatting options are available from the print screen to change the page layout.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Cleaning Schedule

Action

Management Company > Cleaning Schedule



The Cleaning Schedule Features Overview:

The cleaning schedule screen displays a report of cleaning duties. A clean is automatically assigned when a guest vacates a property. The clean is assigned to the default cleaner you have specified in your contacts as the default cleaner. The screen view is divided into four main sections

- Property
- Previous Booking
- Clean
- Next Booking

Features for the cleaning scheduler include:

- create/edit custom cleaning schedules view
- create/edit, print, email or display custom cleaning reports
- set the list view order of the report
- set report date range
- update: cleaning staff, clean type, clean date, comments
- set default cleaning staff
- change default report
- recall other cleaning reports

View the cleaning schedule by date range

To view the cleaning report by date, enter the 'Start' date and 'End' date then press the 'Refresh' button to update the screen

Set the list order of the report

To set the view by which the report is ordered, press on a heading. For example, if you wish to view the report by Property Name, then press the **Property** column heading. The default is order by **Clean Date** ascending.

Update Default cleaning staff

The default cleaner is always assigned. To set a new cleaner for a scheduled clean, click on the **Cleaner** to be updated and a list of cleaners will appear, select the new cleaner from the list. The available cleaners are maintained in the contacts.

To add a new cleaner, add a new Contact from the **Contacts** menu and set the category for the contact to Cleaner. the new cleaner will appear in the list.

Change cleaning staff for a booking

Select the current cleaner for a booking and a drop down list will appear. Select the new cleaner to be assigned to the selected booking.

Update the Type of clean assigned

Clean Types include:

- Standard (end of stay clean)
- Mid stay clean
- Spring clean
- Spruce (fluff) clean

Select the current clean **Type**, a drop down list will appear. Select the new clean **Type** to be assigned to the selected booking.

Change the clean date

To enter a new scheduled date for a clean click on the **Clean Date** and a drop down calendar will appear. Select the new scheduled date.

Add comments to a clean

To add a comment to a clean, click on the **Comments** field marked with an italic A. The comment will appear just below the scheduled clean. The comments will also appear in the cleaning reports sent to your cleaning staff.

Deleting a clean

To delete a clean go to the booking the clean has been assigned to:

Bookings Manager > Clean (tab) > Delete Clean

Change the view order

The view order can be changed by clicking on a column header. For example if you want to view the list by order of the 'Property' name, then click on the Property heading. The list will be displayed in ascending order. To display the list in descending order, click the 'Property' heading again.

Group by Column

To Group a list by column, drag the column name to the blue area just above the column names. The report view will be grouped by the selected choice. You can add multiple groups views by dragging more column headers to the blue area.

To remove a group drag the group name from the blue bar back to the column name.

Print, Email or Display a cleaning report

Reports can be formatted and set to your requirements. The formatting options will appear when the Print button is pressed.

You can also include other data on your cleaning reports. Other data includes but not limited to, lock box and alarm codes.

To print a cleaning report for the schedule shown on screen, click on the 'Print above schedule' button

To print a cleaning schedule for each cleaner:

- Select the **Cleaner** from the drop down menu
- Select the **start, end** date and press the **Refresh** button
- Click on '**Print Cleaning Report**' button
- Select the display or print method from the top menu.

Display and print formats include the following:

Print to a printer, Email, PDF, CSV, Excel, Text, RTF and Image.

Customize a Cleaning Report

A report can be customized and saved for later use. A report can contain additional information and images. A report can be formatted to display the data in a different view.

For customization options: See Report Writer

Change the default Report

To change the default cleaning report, click on the Right Arrow icon below the Quick Print icon to load an existing report.

Other Cleaning Reports

More cleaning reports are available from the Report Writer screen. These are standard reports that are included with Property manager. These reports can be copied, customized and saved.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Tax Reports

The Tax Reports Screen Features Overview:

The Tourist and Sales Taxes screen displays a report of tourist and sales taxes collected for each booking. The tax rates are set in the Quotes manager screen.

Action

Management Company > Tax Reports



The Tax reports screen can be viewed in two modes.

Escrow Processing mode:

Escrow Processing mode, displays a list of all taxes including the ones that have been added to the escrow accounts.

Escrow mode

The second mode is the Escrow mode. This mode allows you to add the tax to the escrow account.

To add one tax booking to the escrow account press **Add selected to escrow**.

To add all the tax bookings to escrow, select **add all to escrow**.

Printing Tax Reports

The tax reports can be printed and formatted by pressing the **print** button

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Inventories

Inventories Overview:

The inventory manger maintains a list of items for each home. Information on items can be updated using the comment box.

Action

Management Company >
Inventories



The Tax reports screen can be viewed in two modes.

Adding Comments:

Comments can be added for each item. For example if an item becomes damaged or missing. To add a comment, type the text in to the comment text box.

The checkbox can be unchecked if an item is found not to be in working order or missing.

Add or delete an item to the inventory:

To add a new item, press the **Add New** button.

To delete an item from the list, press the **Delete** button.

Printing Tax Reports:

To print the inventory, press the **print** button.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Schedule Reminders

Schedule Reminders Overview:

The Schedule Reminders screen maintains a list of appointments, meetings and reminders. These can be viewed for all properties or for a single property

Action [Management Company > Schedule Reminders](#) 

Adding an Entry:

To add an entry, double click on the day, the appointment window will open. Enter the subject, start and end time and description.

You can also check this as an all day event, set a reminder and set it as a recurring appointment.

Viewing and Entry:

To view an entry, click on the event, the event window will open

View Modes:

The following view modes are available: Today - Zoom IN/Out - Day - Week - Month and Timeline (default)

Show All/Selected properties:

Toggle to change the view for All properties to the selected property only

Properties per page:

Use the slider to increase the number of properties that are displayed on each page. If you have many properties, maximize the window size of Property Manager to view more properties on screen.

Print List

The **Print List** button prints a report list of the selected entries. You can also format how the page should print.

Management Company - Contacts

Contacts Overview:

The Contacts database contains a list of organizations and contacts. The contacts entered in the database can also appear in other screens. It's good practice to assign a category for each contact, so when payments are entered in to escrow, the contacts in the database are used to display who the payments are made to or received from.

Action

Management Company > Schedule Reminders



Viewing a contact:

Click on the right arrow to open a record

Search for a contact:

To search for a contact, type the name or part of the name in the filter box

Add a new contact:

To add a new contact click on the **Add Contact** button

Add delete a contact:

To delete a contact click on the **Delete Contact** button

Setting the default cleaning company:

If the contact category is set to a cleaning company, you can set the cleaning company to your default cleaning company by pressing the **Set To Current** button. When a guest vacates a property the default cleaning company will be assigned for the clean. You can override the cleaning company for a clean from the Cleaning Schedule menu.

Customizing the display:

To customize the way the contact records appear, press the **Customize** button. Each field can be turned on or off. Turning a field off will not delete the record.

Print List

The **Print List** button prints a report list of the selected entries. You can also format how the page should print.

Management Company - Credit Card Processing

Credit Card Processing Overview:

When a guest submits a payment for a booking, they are directed to a secure web page where they submit credit card details. All payments can be view in the credit card processing screen. Each payment requires manual processing. Once a payment is processed it should be marked as approved, authorize only, declined or refunded. Approved payments are entered in to the escrow account and in the bookings manager guests payments page.

Action **Management Company > Credit Card Processing**



Colors

Red = items that require processing

Green = processed

Italics = Security deposit

Setting the credit card payment options

Before you can enable credit card payments in Property Manager, the credit card **Payment Options** must be set.

Entering credit card types accepted

Enter a list of all the credit card types your company accepts, and the percentage to charge the owner for credit card payment handling for each card type you accept.

Payment Currency

Enter the name of the currency you accept and the currency symbol for credit card transactions. These will display when a guest makes a credit card payment.

Pending Transactions using (manual processing)

When a guest makes a credit card payment, the payment will appear in the list and flagged as Pending in the status column. After you have manually processed the payment, use one of the buttons to mark the payment as **approved, authorize only, declined or refunded**. Approved payments are entered in to the escrow account and in the bookings manager guests payments page.

Pending Transactions using (Live Merchant Account)

If you have requested the software to be configured to function with your live merchant account, then when a guest makes a credit card payment, the payment will appear in the list and flagged as Pending in the status column.

To process the payment press the '**Take Payment**' button. Approved payments are entered in to the escrow account and in the bookings manager guests payments page.

Adding a comment

To add a comment press the **Add Comment** button

Owner Account / Booking Payment record

Enter Guest Payment to a booking: when checked and the Enter button is pressed an amount will be posted to the booking screen payment section. An amount and description can be entered and date selected.

Enter into owner account: when checked and the Enter button is pressed an amount will be posted to the owner account. If the 'Deduct card Fees' is checked the card fees will be deducted.

Card Details

Card Details tab will display; the Guest Name, Booking ID, Card Type, Card Number, Card Start date, Card Expiry date, Card security code, Name on the Card, Card billing address, the amount to be charged or charged and the type of payment.

More details

To view additional details about a transaction press the **More Details** tab. This will display the Guest Name, Email, Arrival Date, Status of the transaction, Date of the transaction and any comments

Printing A Transaction

To print the details of a transaction press the **Print** button.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Works Orders

Works Orders Overview:

The Work Orders screen manages the work order workflow process. Work orders can be added by the Management company and the homeowner. The homeowner account can be debited/credited accordingly.

Action [Management Company > Works Orders](#) 

Recorded information includes:

- Subject
- Start Date
- End Date
- Owner Comments
- MC Comments
- Owner Charge
- In owner account
- Mileage
- Time taken
- Allocated to
- Visible to owner
- Work order ID

Management Company Adding A task:

The Management Company can add a task to the works orders list, by selecting the property from the top right menu and pressing the **add work order** button. The task will be visible to the home owner. The Management Company can specify the start and end date for the work, enter a description of the work and any comments.

The task will appear in the list. If the management company has completed the task, the complete box on the right will be checked.

To make the work order not visible to the homeowner, uncheck the 'Visible to Owner' box

Home Owner Adding A task:

The home owner can request a task by signing to their personal version of property manager and pressing the **add work order** button. The task will be visible to the management company. The home owner can specify the start and end date for the work, enter a description of the work and any comments.

The task will appear in the list. If the management company has completed the task, the complete box on the right will be checked.

Tasks List

The management company work order screen contains a list of tasks for all managed properties. Tasks are grouped by property name. You can search for a task by entering part of the search term in one of the filter white boxes in each column.

Task Indicators:

When a task has been completed, check the **Complete** checkbox

- Gray task with a line, indicates the task has been completed,
- Red task indicates it's overdue
- Green show tasks to be completed.

Comments

Press the **comments box** to view the home owner comments. If you want to add a comment for the home owner to see, click the MC comment box.

Add a charge to the owner account

- Enter the amount to be charged to the owner account.
- Check the complete box when the task has been completed.

- To add the charge to the client account press the **Add To Owner Account** button.

Works order sheet

Prints a single work order sheet containing the following information:

- Work order ID
- Date
- Property Name and address
- Start / Due date
- End Date
- Charge
- Mileage
- Time taken
- Description
- Owner comments
- MC Comments
- Complete?

Work orders can be printed or sent by email in a number of formats including PDF

Print / Send a summary list

The summary list displays an ordered list of work orders. The output of the list is based upon the criteria specified. The Summary list can be printed or sent by email in a number of formats including PDF

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Bill Payment and Assets

Bill Payments and Assets Overview:

Overview

- Invoice and batch invoice payment and processing
- Asset warranty and information store
- Scanning and recall of Documents, invoices and receipts
- Check printing for one or multiple invoices
- Transaction to owner account transfer

Action **Management Company > Bill Payment and Assets**



Processing a single invoice

Batch invoice processing

Processing a single invoice

Adding an invoice

To add an invoice press the Add button

Select the item or contact from the drop down menu to auto fill the text boxes. If the item or contact does not appear in the list see [note **](#) below

Available options include

- Invoice number
- Category
- Item / Asset
- Contact
- Payment Method
- Comments
- Amount
- Invoice received date
- Payment due date
- Invoice Paid
- Print Check
- Include warranty info

To add the invoice the the 'Add' button

Delete an invoice

To Delete an invoice press the 'Delete' button

Using the Filter

The filter can be used to

- display invoices within a specified date range and
- view invoices for one property or all properties.
- View latest batch only (*displays the last set of batch payments*)

To update the screen press the Refresh button.

View

- View Invoices
- View Assets

Set the display to show either Invoices or Assets.

Reset

Reset will set the columns to the default settings, including group, sorting and visible columns

Print

Print the list.

Scan an invoice, receipt or warranty information

Invoices, receipts and warranty information can be scanned and recalled at a later time. This can be useful if a receipt is to be sent to a homeowner or to view an existing invoice or warranty information for an item

Press the Scan 'Add' button

if you are uploading an existing image of an invoice then select the 'Browse for existing file' button and select the file to upload the document

To scan your document, press the 'Scan from Scanner' select the scanner from the list and scan the document. The document will be uploaded and made available to view.

Viewing a scanned item

Click on the Scan icon located in the grid to view (recall) a scanned item

Allow owner to view Invoice (or document)

To make the invoice visible to the homeowner, check the 'Allow Owner to view Invoice' box located in the grid.

When this feature is active:

- The homeowner can click on the selected row in the owner account and the scan will open in a new window
- When a statement account is sent to the owner as a PDF or saved as a PDF all visible bills are included together with the statement account

Pay Bills / Invoices by Check

You can pay a single or multiple bills by check.

To pay a single bill select the row that contains the bill by clicking on the blue square on the left of the grid.

To pay multiple bills select the row that contains the bill by clicking on the blue square on the left of the grid and hold down the Ctrl key then select the other bills

The display will indicate the number of selected bills.

- Enter the name that should appear on the check
- Check number and if the check number is to be printed on the check
- Memo
- Then press the Print Check button

Transferring a payment to the owner account

** Add a contact and item to the auto fill

First add the contact to the contact screen if the contact does not already exist (Management Company > Contacts > Add Contact) and mark the contact to 'Allow Payments'

- Then go to Manage Properties > MC Specific Property Details
- Click on the category (white space)
- Select the category from the drop down menu
- Enter the item description, for example 'Account Number'
- Enter the reference value for example '123456'
- Select the contact from the contact drop down menu

Batch Invoice Processing

Overview

This allows you to quickly process a batch of invoices that arrive at the same time from the same vendor. As an example you might receive an invoice from 'Bright House Networks' for all of your properties on the same day.

By having Bright House set up as a contact on the system, and having pre-defined the account number for Bright House for each of your properties, when the invoices arrive you can quickly load the invoices in to Ciirus, print a check and optionally assign the payment to Owner Accounts.

Pre-requisites

Before you can use this function you need to add a contact for the vendor, and set the account number for each property for that vendor.

To add the vendor contact

In Management Company -> Contacts, add a contact for each vendor. Preferably fill in the 'Check Payable To' field to save time later on.

Set the account number for each property for the vendor

Within 'MC Specific Property Details' add the account number for each Vendor (make sure the 'Contact field is set to the vendor). Then click the 'Set Default' button to indicate this is the default account number to use for this property when adding an invoice for that vendor.

Adding a batch of invoices

Select the 'Bill payment / Assets' menu from within the main 'Management Company' menu.

Click the 'Add Batch' button under the 'Invoice' menu at the bottom of the screen.

The 'Add Invoice batch' screen will appear, as in the screen shot below:

The screenshot shows the 'Add Invoice Batch' window. At the top, 'Select Vendor' is set to 'Brighthouse'. Below this is a table with columns: Property, Invoice Number, Account Number, Amount, and Owner Account. One row is visible for 'Art's Palace' with Invoice Number 122334, Account Number BH34343, Amount 150.00, and a checked Owner Account. To the right of the table are fields for 'Default Invoice Received Date' (11/07/2010) and 'Default Payment Due Date' (11/08/2010). Below these are checkboxes for 'Send to Owner Account?' (checked) and 'Owner Account statement date' (11/08/2010). Further down are input fields for 'A/C No.' (123-456-1233), 'Inv No.' (122346), and 'Amount' (150), with navigation buttons '<<' and '<'. On the far right is a 'Property' list showing 'Carol's Kingdom', 'Dan's Florida Villa', 'Delphina's Sunshine Estate' (selected), 'Harold's Electric Sun Villa', and 'Mandy's Magic Villas'. At the bottom left, there are fields for 'Payable to' (Brighthouse), 'Check Number', 'Memo', and 'Total: 150.00'. To the right of these are 'Process' buttons: 'Flag as paid?' and 'Process Batch'. A 'Cancel' button is at the bottom right.

The screen is split in to 3 main sections.

- To the left is the list of properties that you want to include in the batch.
- To the right is the list of all your properties that are available to add to the batch for the chosen vendor.
- In the middle is a list of default settings to apply to each property that you add to the batch.

Select the vendor from the drop-down box at the top of the screen. Once you choose the vendor, the 'Property' list to the right of the screen will show all the properties that you have set up a default account for that vendor.

If you cannot see all your properties in this list then it will be due to not having added the default account (in MC Property Specific Details, as outlined above).

You need to move each property, that you require in the batch, from the list on the right in to the list on the left. You can either drag and drop individual properties, or you can select the property and click the '<' button in the middle section of the screen. Clicking the '<<' button will move all properties across for inclusion in your invoice batch.

As you move properties in to the batch, the invoice will take on the default settings that you define in the center part of the screen. For example, if you have many invoices all for the amount, enter that amount in the defaults. Similarly, you can enter the default 'Invoice Received Date', 'Payment Due Date' and whether to include in the owner account, and on which date to enter the bill in to the owner account.

Once you have moved all the properties required in to the left hand window, you can continue to edit the data before producing a check or processing the invoices.

Print a check

At the point you can optionally print a check. The 'Payable To' field will be populated based on the details you saved on the contact record for the vendor. You can override this if you need to.

Enter the check number, and click whether you want to include the check number on the check.

Optionally enter a memo to appear at the bottom of the check.

Click the 'Print Check' button to proceed.

Process Invoice Batch

This saves the invoices to Property Manager, and sends payments to the Owner Account if you chose to do so.

If you want each invoice to be ticked as paid, then click the 'Flag as Paid' button.

Click the 'Process Batch' button to process the invoices.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - General Settings

General Settings Overview:

The General Settings screen sets default options for Escrow, cleaning charges and bookings requirements

Action **Management Company > General Settings** 

Escrow Settings - Minimum Balance:

Escrow accounts have a minum balance amount required for property accounts. When ammounts drop below the minum balance a green or red text color is displayed on the escrow account.

Enter the minum amount for escrow balances. The defulat is set to 1000.00

Escrow Catagoies:

A list of default catagories is provided. Catagories are used to show

View Modes:

The following view modes are available: Today - Zoom IN/Out - Day - Week - Month and Timeline (default)

Show All/Selected properties:

Toggle to change the view for All properties to the selected property only

Properties per page:

Use the slider to increase the number of properties that are displayed on each page. If you have many properties, maximize the window size of Property Manager to view more properties on screen.

Print List

The **Print List** button prints a report list of the selected entries. You can also format how the page should print.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Report Writer

The Report Writer Features Overview:

Create detailed customized reports for your business. This powerful tool allows you to select and display information that meets certain criteria in rows and columns. We understand that each business is unique, Report Writer will allow you to create reports displaying the exact information you required for your business needs. The information can be formatted for screen, for export to another program or sent to the printer. The layout for each report can be customized

Action **Management Company > Report Writer** 

Copy data from Server

To view or create a report, you must first copy the data from the server. This ensures the data is current and up to date. The date of the last data copy can be viewed to the left of the 'Copy data from Server' button.

Customizable Report List

Contains a list of currently available reports. Reports can be **copied** and **customized, renamed, viewed** and **deleted** using the buttons at the bottom of the screen.

Add a New Report

Click the 'Add' button, enter the name for the new report then press the 'Add' button. The new blank report will appear in the Report List.

The Full User Manual

Report Writer is a comprehensive fully featured application that has its own dedicated user manual. Below is the download link for the user manual.

[View or Download the Full Report Writer User Manual PDF 6.89 MB](#)

To save the Report Writer User Manual to your computer: Right click on the above link and select 'Save As' from the menu and save the file to your computer.

Ciirus Custom Report Services

If you would like Ciirus to create a custom report for your business, please contact us.

Management Company - Backup Data Locally

Backup Data Locally Overview:

Property manager provides an off line viewer to display your information if your internet connection is temporarily unavailable. It is good practice to backup your data at the end of each day.

Action **Management Company > Backup Data Locally** 

Note: the information in the Off Line viewer is read only. You cannot save any information to the viewer.

Starting the Offline Viewer:

To Access the Off Line viewer:

Press the Windows Start > All Programs > Ciirus > Off Line Data Viewer

Off Line viewer information displays

The following information can be viewed using the off line data viewer:

- Owner Details
- Property Details
- Bookings
- Cleans
- Works Orders
- Contacts
- Schedule

Management Company - Booking Agents

Booking Agents Overview:

The Booking Agents module allows Booking Agents to provisionally make bookings until approved by the property manager or make and confirm bookings, based on access type granted by the property manager. The booking agent can sign in via the web site link located at the bottom of the property manager web site home page. Discounts can be applied to the booking agent. Pending bookings are displayed in the 'Pending Agent Bookings' tab.

Action **Management Company > Booking Agents** 

To add a booking agent

Add a contact in the usual way. Ensure an email address is included. Tick the 'Booking Agent' box on the contact.



The Booking Agent

Title:

First Name: Booking

Last Name: Agent

Company: The Booking Agent

File As: The Booking Agent

Job Title:

Email: jdoe@tbagent.com

Website:

Telephone 1:

Fax:

Allow Payments?: ☐

Check Payable To:

Category: Booking Agents

Sub Category: Not Specified

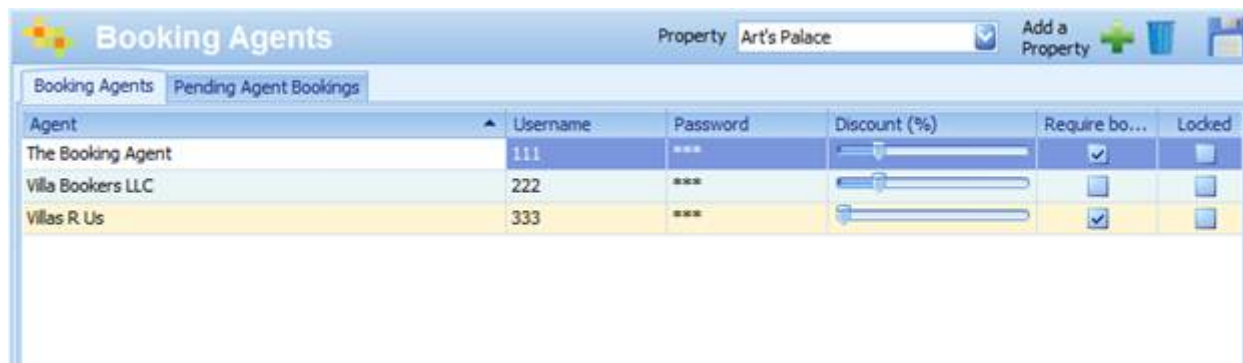
Booking Agent?: ☒

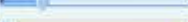
Notes: 

Address: 

To View / Edit Booking Agent's Details

Click the 'Booking Agents' menu within the 'Management Company' Menu



Agent	Username	Password	Discount (%)	Require bo...	Locked
The Booking Agent	111	***		☒	
Villa Bookers LLC	222	***		☐	
Villas R Us	333	***		☒	

Each contact that has been specified as a booking agent will appear in this list. By default the username of the booking agent will be the Contact ID. You can change this to a more suitable name. Note, the Username has to be unique across all MCs. Enter a password for each booking agent.

If the booking agent is allowed a discount from the standard rate, slide the marker to the discount level. The discount is initially set to 0 for a new agent.

Note: Only the rental amount is discounted by the amount specified. Extras such as pool heat are charged at their usual rate.

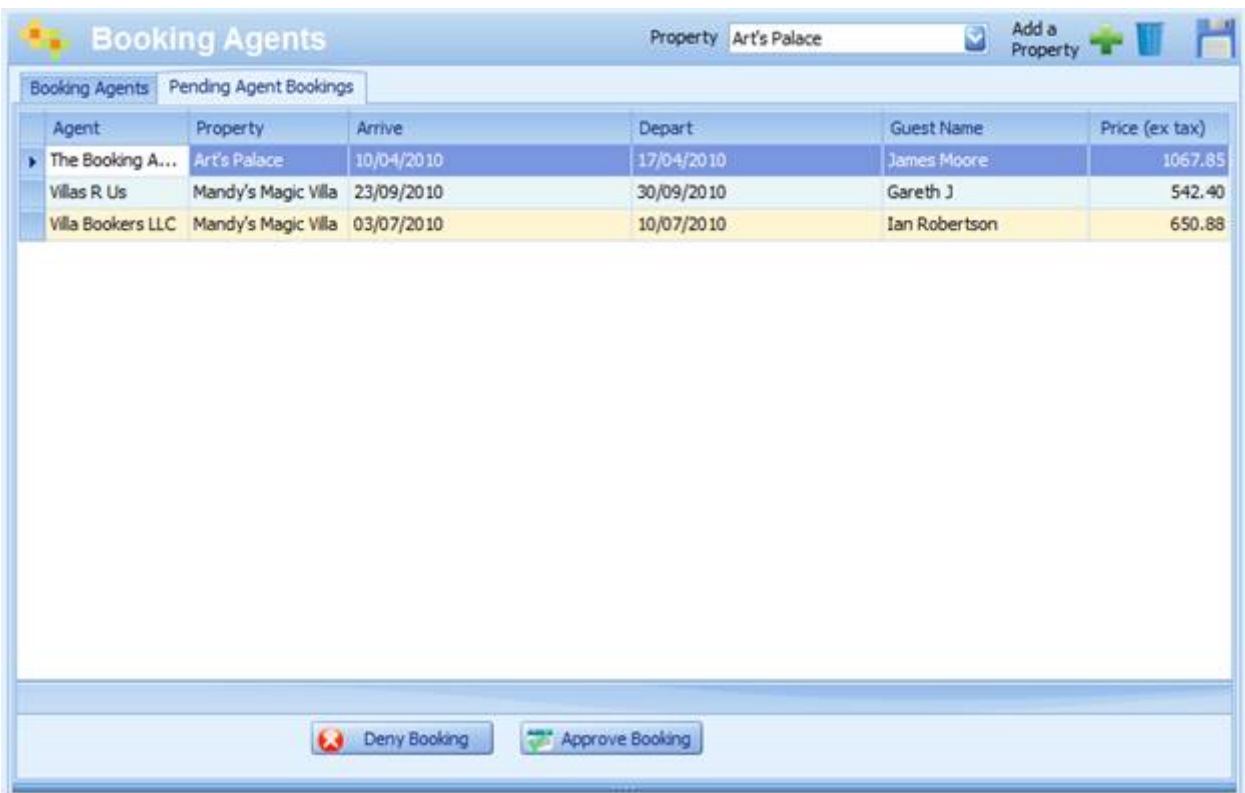
You can choose whether each agent must have their bookings approved by you prior to being confirmed. If you tick the 'Require Booking Approval' box then when an agent places a booking they will be informed that the booking is tentative until you have approved.

Pending Agent Bookings

If there are any bookings from agents awaiting approval, these will be listed in your Dashboard.

If a booking is awaiting approval, it will be possible to make other bookings that overlap with these dates.

To view bookings awaiting approval, click the 'Pending Agent Bookings' tab



The screenshot shows a web application interface titled 'Booking Agents'. At the top, there is a 'Property' dropdown menu set to 'Art's Palace' and an 'Add a Property' button. Below this, there are two tabs: 'Booking Agents' and 'Pending Agent Bookings', with the latter being selected. The main area contains a table with the following data:

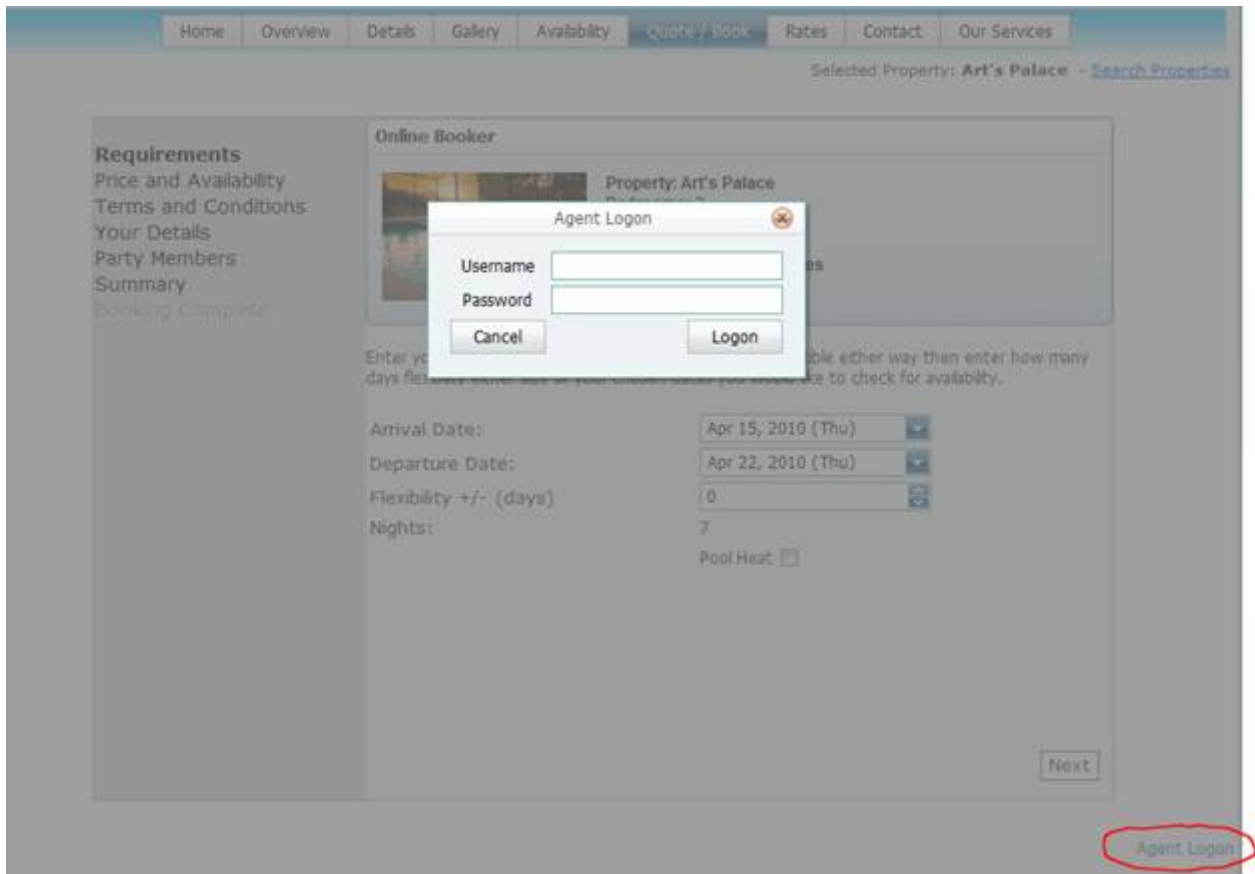
Agent	Property	Arrive	Depart	Guest Name	Price (ex tax)
▶ The Booking A...	Art's Palace	10/04/2010	17/04/2010	James Moore	1067.85
Villas R Us	Mandy's Magic Villa	23/09/2010	30/09/2010	Gareth J	542.40
Villa Bookers LLC	Mandy's Magic Villa	03/07/2010	10/07/2010	Ian Robertson	650.88

At the bottom of the interface, there are two buttons: 'Deny Booking' (with a red 'X' icon) and 'Approve Booking' (with a green checkmark icon).

To approve or deny a pending agent booking, select the booking then click the 'Deny' or 'Approve' Booking button. From there you can choose whether to send an email notification to the agent to inform them of your decision.

Placing an Agent Booking

The agent uses your Ciirus website to place bookings. At the lower right of each web page is an 'Agent Logon' link as in the screen shot below



The agent should click this then enter their assigned username and password when prompted.

Any quotes they obtain from the site will now have any discount applied.

To make a booking the agent should use the 'Quote / Book' menu and follow the prompts. Enter the guest name and guest email where prompted.

When placing a booking as an agent, the booking confirmation emails will go to the agent's email address (not the guest email address).

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Escrow Account

Escrow Account Overview:

The Escrow account for each property can be viewed and updated. All changes are recorded in real time. Finalized reports from previous months can be viewed and printed, by the property home owner, Finalized reports are read only, no changes can be made.

[Action](#) [Management Company > Escrow Account](#)



Home Owner Adding A task:

The report is viewed by month or annually. The view button will refresh and update the screen.

Report Items

Date

The date the transaction was entered.

Contact

The contact, which is the person or the name of the organization. A different contact can be selected by clicking on the contact, and selecting a different contact from the drop down menu. You can add additional contacts from the contacts screen.

Description

The description field to enter text about a transaction.

Category

The category to which the transaction belongs too. A different category can be selected by clicking on the category, and selecting a different category from the drop down menu. You can add additional categories, from the general settings screen, then selecting Escrow settings.

Credit

Credit displays a payment received from either a guest payment or any other source. A payment can be entered or adjusted by updating the amount.

Debit

Debit displays any payments made. A payment can be entered or adjusted by updating the amount.

Balance

The balance column displays the updated balance remaining in the account.

If a balance shows green, this indicates that the account has fallen below the minimum balance.

If a balance shows Red, this indicates that the account has fallen below a zero balance.

Each report screen displays:

- The balance brought forward from the previous month.
- The last month the report was finalized.
- The minimum Escrow balance that has been set for the selected property.
- If the account has a positive balance, then the payment due to the owner.
- if the account falls below the minimum balance this would show the payment due by owner.
- The ending balance for the selected month.

Auto processed transactions

The following transactions are automatically entered to the Escrow account:

- Any works orders that have been processed and added from the works orders screen.
- Recurring payments that have been set and processed from the recurring payments screen.
- Cleans processed from the Processed cleans screen.

- credit card payments received from guests that have been approved and processed from the credit card payments screen.
- sales and tourist taxes that have been processed for the account.

Manual Transactions

All payments that are not auto processed must be manually entered to the account by pressing, the add transaction button.

Deleting a transaction

To remove a transaction from the account, press the delete transaction button. Transactions cannot be deleted or edited from a previously finalized month account.

Viewing Payments by category

To view payments made or received by category, press the annual mode button.

Expand a category to view the list of transactions.

Print

Reports can be printed and formatted for a selected period. Each transaction displays the following information:

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Recurring Payments

Recurring Payments Overview:

Regular recurring payments that are of the same amount can be batch processed each month from the recurring payments screen. These payments will appear in the escrow accounts for the selected month after they have been processed.

Action **Management Company > Recurring Payments** 

Adding a payment that is the same each month for all properties:

- Press the Add button, a new row will appear
- Select the contact from the first column
- Select the category
- Enter a description for the payment
- Enter the amount for the payment
- Check the All Props box

Adding a payment that is the same each month for all properties:

- Press the Add button, a new row will appear
- Select the contact from the first column
- Select the category
- Enter a description for the payment
- Enter the amount for the payment
- UnCheck the All Props box, this will activate the Property window
- Press the Add button
- Select a property from the drop down menu
- Enter the amount for the selected property
- Repeat the previous three steps for other properties

Contact

The contact, which is the person or the name of the organization. A different contact can be selected by clicking on the contact, and selecting a different contact from the drop down menu. You can add additional contacts from the contacts screen.

Category

The category to which the transaction belongs too. A different category can be selected by clicking on the category, and selecting a different category from the drop down menu. You can add additional categories, from the general settings screen, then selecting Escrow settings.

Description

The description field to enter text about a transaction.

Default Amount

If the same amount is to be debited from escrow for all the properties, enter the default amount

All Props

If the same amount is to be debited from escrow for all the properties, check the All Props box

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Process Cleans

Process Cleans Overview:

Cleans that are listed in the cleaning schedule will appear in the process cleans screen after the date for which the clean was scheduled. Processing the cleans will flag them as done and the cleaning charge will be debited from the escrow account.

Action [Management Company > Process Cleans](#)



Updating the Fee

If the cleaning fee requires adjusting, enter the new amount in the fee box.

Ignore Clean

If the clean is to be ignored for current batch of processing, click the ignore check box.

Tick Ignore All

Sets all the cleans in the list to ignore. None will be processed

Tick Processes All

Sets all the cleans in the list to be processed.

Process Selected

Processes all the selected cleans. The cleans will appear in the escrow accounts for each property.

Also see: [How to use Search, Grouping and Filters](#)

Management Company - Finalize Month

Overview - Finalize Month:

This screen is used to finalize a selected month for Escrow accounts. You can choose to either just finalize the month for the selected property, or you can finalize the month for all properties you manage that have not yet been finalized.

Action

Management Company > Finalize Month



It is important to note that once you have finalized the month, you cannot undo this and you cannot add, delete or edit any transactions made on or prior to the month end.

To Finalize a month:

Press the Set Month End Button